



Services/Salon Policy

Please inform us within 3 days if you are not completely satisfied with your service, we will schedule a no charge redo with the stylist that performed the service. This does not cover any new service or change in style or color. After the 3-day period; full price will apply. We do not offer refunds on any service or product. Blu Rok Salon Inc will not guarantee any service where home products, at home hair color or non-professional products are used. Some color services will require more than one visit in order to reach the Clients desired look, this process and pricing will be discussed at your consultation prior to your service. Pricing on color corrections is not guaranteed.

Your experience will begin with a complimentary professional consultation, please arrive a little early. We ask that all phones be placed on vibrate, all children/other guests will need to remain in the waiting area, only the person receiving the service will be allowed in the styling area. All children must be accompanied by an adult at all times. Before you leave, we welcome and suggest prebooking to maintain your desired time and date on our client book.

We do accept all major credit cards as well as cash, sorry no checks.

***Booking Policy**

If you are a new-first time client or have one or more no show, no call appointments; we require a half down payment to reserve your appointment date and time. We welcome new guests and work hard to stay on time and dedicate the time we have reserved for you in our chair, this allows us to service our growing list of clients. Please see Cancellation Policy for our returning clientele.

***Cancellation Policy**

Blu Rok Salon Inc. is a "by appointment" salon and your appointment is reserved for your service(s), should your appointment result in a "no show", "no call", reschedule or cancellation within 24 hours Blu Rok Salon Inc will charge a \$25 fee in the event you do not arrive to your service as scheduled or cancel within 24 hours of your scheduled appointment; Blu Rok Salon Inc has slotted and reserved this time period specifically for your service.

***Credit card required on file for new booking, repeat no show and existing customers.**